

SECTION 3

Questions 21 - 25

Choose the correct letter, **A**, **B** or **C**.

Scandinavian Studies

21 James chose to take Scandinavian Studies because when he was a child

- A** he was often taken to Denmark.
- B** his mother spoke to him in Danish.
- C** a number of Danish people visited his family.

22 When he graduates, James would like to

- A** take a postgraduate course.
- B** work in the media.
- C** become a translator.

23 Which course will end this term?

- A** Swedish cinema
- B** Danish television programmes
- C** Scandinavian literature

24 They agree that James's literature paper this term will be on

- A** 19th century playwrights
- B** the Icelandic sagas
- C** modern Scandinavian novels.

25 Beth recommends that James's paper should be

- A** a historical overview of the genre.
- B** an in-depth analysis of a single writer.
- C** a study of the social background to the literature.

Questions 26 - 30

Complete the flow-chart below.

Choose **FIVE** answers from the box and write the correct letter, **A-G**, next to Questions 26-30

- A** bullet points
- B** film
- C** notes
- D** structure
- E** student paper
- F** textbook
- G** documentary

How James will write his paper on the Vikings

He'll read a **26**..... and choose his topic.



He'll borrow a **27**..... from Beth.



He'll plan the **28**..... of the paper.



He'll read some source material and write **29**.....



He'll write the paper using **30**.....



He'll write the complete paper.

SECTION 4

Questions 31 - 40

Complete the notes below.

Write **ONE WORD ONLY** for each answer.

Conflict at work

Conflict mostly consists of behaviour in the general category of **31**.....

Often a result of people wanting to prove their **32**.....

Also caused by differences in **33**..... between people **34** '.....' conflicts: people more concerned about own team than about company

Conflict-related stress can cause **35**..... that may last for months

Chief Executives (CEOs)

Many have both **36**..... and anxiety

May not like to have their decisions questioned

There may be conflict between people who have different **37**.....

Other managers

A structure that is more **38**..... may create a feeling of uncertainty about who staff should report to.

Minimising conflict

Bosses need to try hard to gain **39**.....

Someone from outside the company may be given the role of **40**..... in order to resolve conflicts.